

Important

This procurement was [cancelled](#) before the tender submission deadline.

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Tender

LCRCA Bus Franchising Contract Management System

Liverpool City Region Combined Authority

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-069508

Procurement identifier (OCID): ocds-h6vhtk-05d693 ([view related notices](#))

Published 29 October 2025, 4:03pm

Scope

Reference

DN787667

Description

The Liverpool City Region Combined Authority (LCRCA) is on a journey to take back control of the city region's bus network through Bus Franchising. The LCRCA will become responsible for 100% of the bus network and will award contracts to operators to run these services on their behalf, with key performance metrics in place with constant monitoring of their performance.

To support LCRCA's Bus Franchising service, LCRCA wish to procure a new Bus Franchising Contract Management System (CMS), with a combined performance payment calculator (PPC).

The LCRCA Bus Franchising service is scheduled to go-live on September 6th 2026 and the new CMS (with PPC) must therefore be procured well in advance of this date and must be fully operational and ready for go-live use by 1st August 2026 (1x month before Bus Franchising go-live).

The fully operational go-live date of the 1st August is the minimum date requirement and ideally, LCRCA would expect the Supplier to achieve an operational go-live date in June/July 2026.

Background

LCRCA have an existing CMS which has been in operation for (approx.) 4yrs and is used for the management of the supported bus network data (approx. 331x contracts across 16x operators, ranging from single school journeys to general daily services).

Note: The current LCRCA CMS is used for the management of the supported bus network data only, and is not used for the current commercial network (approx. 240K trips per month).

LCRCA are looking to engage with a Supplier to provide Contract Management capabilities that will allow the LCRCA to ensure each Bus Franchising Operators' service payment accurately reflects the contract in place and incorporates any performance measure adjustments.

LCRCA's Bus Franchising CMS will need to deliver the following:?

- Business as usual Franchise Contract management (new/change/cancel).
- Contract changes, temporary, emergency and permanent.
- Excellent UI, maximum automation.
- Ability to ingest bus timetable data in TxC format.

- Logging of breaches/fixed penalties.?
- Data export and dashboards.

LCRCA's Bus Franchising PPC will need to deliver the following:?

Ability to hold/refresh indexed elements used in payment calculations.

Integration with AVL data to calculate Indexed Lost Mileage, which has been approved by LCRCA.

Logging of Excusing Events and how data can be excluded from the calculation.

The calculation of bonus/deductions for:

Start Point punctuality.

Intermediate point punctuality.

Vehicle compliance.

Customer Complaints.

Breaches.

Partnering & Growth element.

Patronage element.

Calculation of Service payment in line with payment schedule.

Calculation of performance adjustment.

Logging of miscellaneous payments.

Self-Billing invoice creation.

Approval & authorisation (by different roles) for payment.

Integration with payment system.

Total value (estimated)

- £912,000 excluding VAT
- £1,140,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2026 to 31 July 2031
- 5 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKD72 - Liverpool

Participation

Technical ability conditions of participation

Technical Overview

As part of this procurement process, bidders will be required to complete a Procurement Specific Questionnaire (PSQ). The PSQ will include questions designed to assess technical capability, relevant experience, and compliance with initial requirements. All responses must be submitted via The Chest procurement portal by the stated deadline.

The PSQ will outline the key technical requirements for the proposed Contract Management System. These requirements will cover areas such as:

System functionality to support bus franchising operations

Performance monitoring and reporting capabilities

Integration with existing LCRCAs systems and data sources

Security, scalability, and user accessibility standards

Suppliers who successfully pass the PSQ stage will be invited to the closed Invitation to Tender (ITT) stage. At this point, they will receive the full specification, along with all supporting tender documents, enabling them to provide a detailed technical and commercial proposal.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

19 November 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

28 November 2025, 12:00pm

Submission address and any special instructions

Bidders wishing to respond to this tender opportunity are requested to log in to their ProContract Due North portal account. The tender can be located by searching its description or using the DN reference number provided.

Once you have accessed the tender, you will be able to view and complete the Procurement Specific Questionnaire (PSQ). All responses must be submitted via the Proactis portal before the stated deadline. This PSQ stage is mandatory and will determine which suppliers progress to the next stage of the procurement process.

To register for this tender opportunity and other public sector tenders, please visit:

<https://procontract.due-north.com/SupplierRegistration/Register>

Tenders may be submitted electronically

No

Languages that may be used for submission

English

Award decision date (estimated)

1 February 2026

Award criteria

Name	Type	Weighting
Quality	Quality	70%
Price	Price	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

The Liverpool City Region Combined Authority (LCRCA) is implementing bus franchising, taking full responsibility for the city region's bus network. To support this, LCRCA requires a Contract Management System capable of meeting franchising requirements, including performance monitoring and compliance with key metrics.

This opportunity will follow a competitive flexible procurement process:

Expression of Interest & PSQ Stage

Interested suppliers must register their interest via The Chest procurement portal. Upon registration, suppliers will gain access to the Procurement Specific Questionnaire (PSQ).

The PSQ must be completed and submitted through The Chest before the stated deadline.

Only suppliers who successfully pass the PSQ evaluation will progress to the next stage.

Closed Invitation to Tender (ITT) Stage

Shortlisted suppliers will be invited to participate in the closed ITT stage. At this point, they will receive the full tender pack, including:

Detailed specifications

Supporting tender documents

Instructions for submission and evaluation criteria

This process ensures that only qualified suppliers proceed to the ITT stage, enabling LCRCA to select a solution that meets its operational and strategic objectives for bus franchising.

Contracting authority

Liverpool City Region Combined Authority

- Public Procurement Organisation Number: PNDZ-8253-CJJM

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Organisation type: Public authority - sub-central government